

State Cost Savings Presentation Commonwealth of Virginia

Government Simplification & Operations Committee

Governor's Commission on Government Reform and
Restructuring

ACS, a Xerox Company, Participants

Keith Wine

Client Executive, Commonwealth of Virginia

Dave Turner

Senior Vice President, Government Solutions

R.J. Gilson

Vice President, Government Healthcare Solutions

Parker Williams

Vice President, Transportation Solutions

State Cost Savings, General Services

Dave Turner
Senior Vice President, Government Solutions

September 8, 2010

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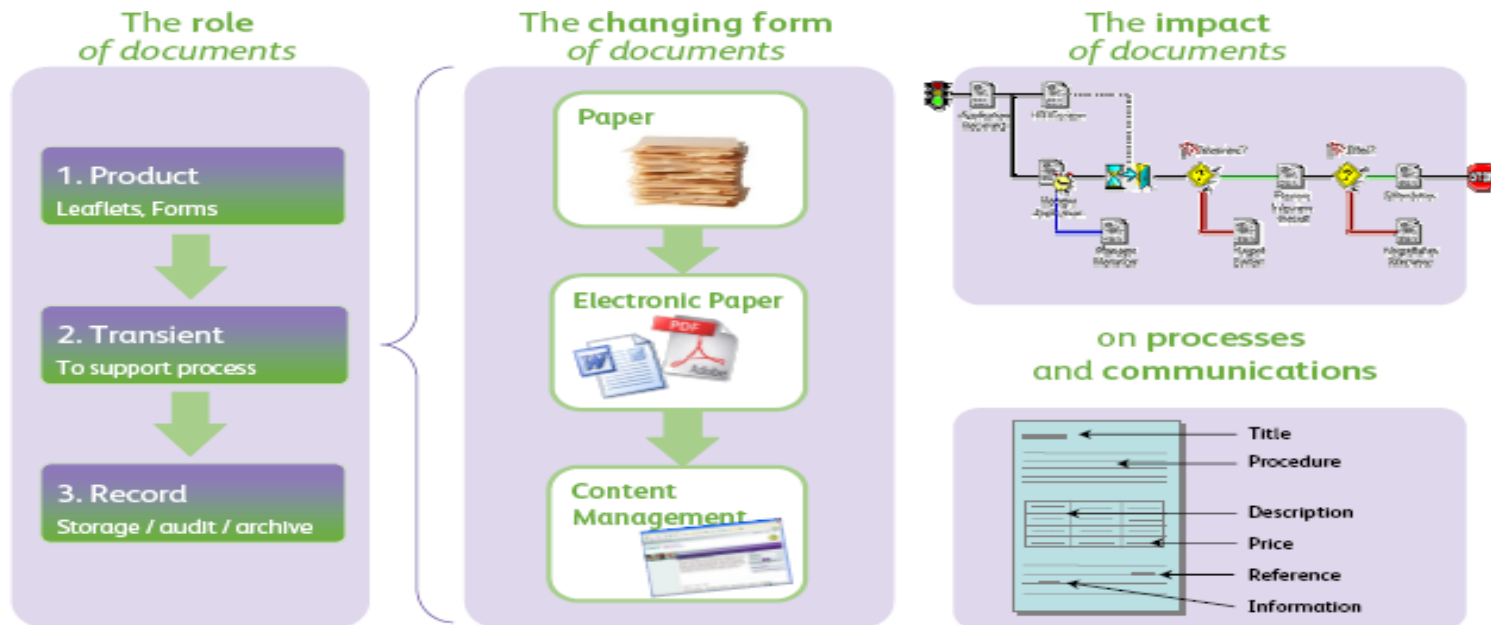
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Key Areas Can Build Upon Virginia's Momentum

- **Revenue Enhancements**
 - Tax Compliance, provider assessments, tolls, eFiling, unclaimed property support
- **Federal Revenue Maximization**
 - Transportation funding
- **Fraud Reduction**
 - eChildCare, Medicaid efficiencies and payment authentication
- **Operational Efficiencies**
 - Electronic Payment Cards, EBT for social services, payroll enhancements, pension changes, Print management, document management
- **Health & Human Services**
 - Pharmaceuticals, premiums for state employees, Medicaid waiver
- **Purchasing and Asset Management**
 - Fleet management, purchasing enhancements (eVA)
- **Corrections**
 - Work release, electronic monitoring, sentencing changes
- **Education**
 - Competitive contracting for non-instructional services, textbook cost reduction, testing management
- **Application Modernization**
 - Consolidation of public safety, criminal justice, incident reporting, criminal history and court systems

Opportunity: Enterprise Print Services

- Potential savings of 15-25% in statewide printing costs
- Savings primarily through material *not* personnel
- Department for Work and Pensions (U.K.) - 39 million documents, 1 billion sheets of paper, 60+ million citizen files



State Cost Savings, Healthcare

R.J. Gilson

Vice President, Government Healthcare Solutions

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Current Services: A Partnership with DMAS

Family Access to Medical Insurance Security (FAMIS)

- Eligibility Centralized Processing Unit (CPU)
- Centralized intake and eligibility processing for FAMIS recipients
- Improved efficiencies
 - Paperless workflow
 - Rules-based system for eligibility determination
 - Online eligibility renewal
 - Over 9,000 eligibility requests per month

Medicaid Management Information System (Live June 28, 2010)

- Takeover of legacy system
- Fiscal Agent (FAS) and Provider Enrollment Services (PES)
- Enhancements
 - Established enhanced web portal for FAS and PES
 - Improved workability of system for DMAS and other stakeholders
 - Improved global reporting capabilities

Opportunity: Leverage Current Healthcare Infrastructure for Savings

Healthcare Reform will strain the Virginia budget with additional \$1.1 billion over the next 12 years

- **Medicaid Eligibility to expand by up to 400,000 eligible recipients in Virginia**
 - Virginia currently spends over \$120 million on Medicaid eligibility determination
- **State Health Insurance Exchange**
 - Offering consumers health plan choices & focusing competition on price
 - Providing information to consumers
 - Creating an administrative mechanism for enrollment
 - Moving towards portability of coverage
 - Reforming the insurance market

Opportunity: Leverage existing infrastructure to minimize impact on Virginia in implementing healthcare reform initiative

- FAMIS centralized eligibility
- MMIS centralized portals

Potential Cost Savings of \$10 to \$40 million per year

State Cost Savings, Transportation

Parker Williams
Vice President, Transportation Solutions

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Opportunities: ACS Transportation in Virginia

- **Consolidate motor vehicle call centers-related activities to:**
 - Reduce costs and improve responsiveness to customer inquiries.
 - Improve consistency of customer response to recurring inquiries
 - Improved coverage during peak call times
 - Example: Pennsylvania Department of Transportation's Motor Vehicle and Licensing Division
- **Outsource issuance of oversize and overweight (OS/OW) permits to commercial motor vehicles.**
 - Example: Florida OS/OW system for the Florida Department of Transportation
- **Reduce the State's document management costs in State Department of Transportation and Department of Motor Vehicles.**
 - Example: North Carolina DOT

Opportunity: Green Transportation

Public Transport Solutions



Alternative to vehicle usage

Electronic Toll Collection



No queuing/acceleration at plazas

Congestion Charging



Encourages public transport

Speed Enforcement



Reduce petrol consumption

Parking Guidance



Quicker car parking

Weigh-in-Motion



No queuing at weigh stations

Solutions That Promote
Environmental
Sustainability

For Additional Information

Please Contact:

Keith Wine (214) 417-9324, keith.wine@acs-inc.com

Dave Turner (703) 891-8716, dave.turner@acs-inc.com

RJ Gilson, (804) 965-8209, richard.gilson@acs-inc.com

Parker Williams, (301) 820-4668, parker.williams@acs-inc.com



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